



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Referred Care Information System

(BMC)

Addendum to User Manual

Version 4.0 Patch 12
January 2018

Office of Information Technology
Division of Information Resource Management
Albuquerque, New Mexico

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1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for Referred Care Information System (RCIS) Version 4.0. These changes will be integrated into future versions of the software and user manuals. These changes will no longer be considered an addendum at the time of the next version release.

This addendum only provides written guidance on changes made in the patch that are relevant to the user. To see a list of all changes made in a patch, please refer to the patch notes for each of the respective patches.

1.1 Government Accounting Office Reporting

In 2013, the Government Accounting Office (GAO) audited the Indian Health Service (IHS) on the payment time of Purchase Referred Care (PRC) purchase orders for referred services. The audit found that 73 percent of claims were paid within six months and the remaining more than one year. The complexity of the PRC program affects the timeliness of provider payment. The GAO has recommended sorting PRC referrals from self-referrals (Call-in) in the GPRR reporting that currently only captures all referrals. Enhancements have been included to sort the PRC referrals and self-referrals (Call-in).

1.2 Summary of Changes

Patch 12 includes the following changes for both the RPMS RCIS application and the Referred-RCIS tabs located in the EHR application.

- General Retrieval Report
 - a. Added new option for site-specific report: Site Created by
- Local SNOMED lookup if the STS server is unavailable
- TOC Report updated to recognize printed/transmitted
- Fix for pipe character “|” in reports
 - a. Referral Review Report – By Facility/Time Period
 - b. Referral Review Report – By Time Period
- Removed Social Security Number (SSN) display on Secondary Referral letter
- Changed URMD option to allow prior-year referrals
- Alphabetized SNOMED terms for referral entry/edit
- Fixed TOCR Report error on IHS to IHS referrals

- Call-in Primary and Secondary Referrals
 - a. New Call-in Notification field
 - b. Added prompt/display on Add/Edit referral options
 - c. Added New Supervisory option: Call-in Referral edit
 - d. Added field to Display Referral option
- New CHS Paid Referral Report to calculate number of days to pay purchase order and sorted by CHS and Call-in Referrals
- Fix for Secondary Referrals not printing Site Specific text
- EHR – New option to print referral
- EHR – Filter inactive vendors
- EHR – Audit log capturing incorrect option on displaying referral
- EHR – Fix for setting correct providers in V referral file
- EHR – Alphabetized SNOMED terms

2.0 Patch 12 Changes – RPMS RCIS

2.1 General Retrieval Report – New Option: Site Created by

The **Site Created by** option allows users to create reports by the Facility from which the referral was entered. The option is located on the **Search** screen.

The RCIS General Retrieval is located in the **Print Reports (RPT)** option.

```

*****
*          INDIAN HEALTH SERVICE          *
*    REFERRED CARE INFORMATION SYSTEM    *
*          VERSION 4.0, Patch 12        *
*****
                2013 DEMO HOSPITAL (CMBA)
                  Print Reports

ADM    Administrative Reports ...
CM     Case Management Reports ...
UTIL  Utilization Reports ...
GEN  RCIS General Retrieval
DGR    Delete General Retrieval Report Definition

Select Print Reports Option: GEN  RCIS General Retrieval

REFERRED CARE INFORMATION SYSTEM (RCIS) GENERAL RETRIEVAL

This report will list or count referrals based on selection criteria entered by the
user.  You will be asked, in 3 separate steps, to identify your selection criteria,
what you wish displayed for each referral and the sorting order for your list.  You
may save the logic used to produce the list for future use.  If you design a report
that is 80 characters or less it can be displayed on your screen or printed.  If
your report is 81-132 characters wide, it must be printed - and only on a printer
capable of producing 132 character lines.

    Select one of the following:

        P          A previously defined report
        N          Create a New Report

Which type of report do you wish to generate: N//  Create a New Report

    Select one of the following:

        P          Primary Referrals
        S          Secondary Referrals
        B          Both

Include which type of Referrals in the report: B//

RCIS GENERAL RETRIEVAL          Nov 07, 2017 15:36:26          Page: 2 of 3
                REFERRAL Search Menu
Referrals can be selected based upon any of the following items.  Select
as many as you wish, in any order or combination.  An (*) asterisk indicates
items already selected.  To bypass screens and select all referrals hit Q.
+
22) Next Review Date          57) Actual END DOS          92) W/I Med Priority Dt
23) Case Manager              58) Expected End DOS        93) Sec. Prov Name
    
```

```

24) Inpatient/Outpatient  59) Best Avail Inpt LOS  94) Sec. Prov Appt Dt
25) Primary Vendor       60) Actual Inpt LOS     95) Sec. Prov User Creat
26) IHS Facility Refer T 61) Best Avail DRG     96) Sec. Prov Init Dt
27) Clinic Referred To  62) Final DRG         97) Veteran
28) To Specific Provider 63) Date Dsch Summary Re 98) Mgd Care Committee
29) Primary Payor       64) Date Completed    99) DT Mgd Care Action
30) Diagnostic Category 65) Pertinent Med Hx  100) Util Review Committe
31) Service Cat HCPCS/CP 66) Discharge Notes   101) Mgd Care Committee
32) Local Category     67) Best Avail DX Code 102) DT Mgd Care Action
33) Actual TOTAL Cost  68) Final Dx Code     103) Site Created by
34) Best Avail TOTAL Cos 69) Best Avail Procedure
35) Actual IHS Cost     70) Final Procedure Code

Enter ?? for more actions
S  Select Item(s)      +  Next Screen          Q  Quit Item Selection
R  Remove Item(s)     -  Previous Screen      E  Exit Report
Select Action: S// S

Which referral item(s): (1-103): 103

103) Site Created by Selection.
ENTER Site Created by: 2013 DEMO HOSPITAL (CMBA)      HEADQUARTERS WEST      A
LBUQUERQUE      01      DC HOSPITAL 8992
ENTER Site Created by:
    
```

Figure 2-1: New **Site Created By** option in General Retrieval to create Site Specific Reports

2.2 Call-In Primary and Secondary Referrals

To meet a GAO reporting requirement, changes to the referral entry have been made to identify PRC referrals and Call-in referrals. New prompts include a notification date and a field to identify who notified the PRC program when adding Primary and Secondary Referrals.

```

*****
*          INDIAN HEALTH SERVICE          *
*    REFERRED CARE INFORMATION SYSTEM    *
*          VERSION 4.0, Patch 12        *
*****
                2013 DEMO HOSPITAL (CMBA)
                  Data Entry

ADD    Add Referral
RFY    Add a Referral for a Previous Fiscal Year
EDIT   Edit Referral Options ...
ALT    Check Alternate Resources
DSP    Display Referral Record
NDA    Number of Days Authorized Modifications
SAS    Quick Inquiry to Appointment Scheduling Status
SEC    Secondary Referrals ...
LTRS   Print RCIS Letter Types ...

Select Data Entry Option: ADD    Add Referral

Select PATIENT NAME: DEMO,PATIENT

*****
**LAST 5 REFERRALS**
*****
    
```

```

**--NO EXISTING REFERRALS--**

Please select the referral form you wish to use.

1. Mini Referral
2. Complete Referral (all referral data)
3. Call In Notification
4. Abbreviated entry for clinicians

Enter REFERRAL FORM: (1-25): 2// 3

Enter Call in Notification date: T (NOV 07, 2017)

Enter Call in Notification By: ?

Enter who called in the call in referral request.
Choose from:
F FACILITY
P PATIENT
O OTHER

Enter Call in Notification By: PATIENT

REFERRAL number : 2321011800027

```

Figure 2-2: Adding a Call-in referral

```

RCIS REFERRAL RECORD
Date: NOV 7,2017 Referral: 2321011800027 Patient: DEMO,PATIENT
Call-in By: PATIENT Call-in Notification: NOV 7,2017
-----
REQUESTING FACILITY: 2013 DEMO HOSPITAL ( Display Face Sheet? N
REFERRAL TYPE: CHS PRIMARY PAYOR:
INPATIENT/OUTPATIENT: CASE MANAGER: MANAGER,CASE
APPT/ADM DATE&TIME:

PROVISIONAL DRG:
ESTIMATED TOTAL REFERRAL COST: ESTIMATED IHS REFERRAL COST:
Do you want to enter CHS Eligibility Factors?: N
PURPOSE/SERVICES REQUESTED:
PRIORITY:
ARE YOU SENDING ADDITIONAL MEDICAL INFORMATION WITH THE PATIENT?
ICD DIAGNOSTIC CATEGORY:
HCPCS/CPT CATEGORY:

COMMAND:

```

Figure 2-3: Call-in Referral form display

2.3 Supervisory Option to Edit Call-In Information

A new option called **Edit Call-in Referrals** has been added to allow users to edit the call-in notification information. The user must have the BMCZ MGR key in order to use this option. The option is located under the **Referral Management Menu**.

```

*****
*          INDIAN HEALTH SERVICE          *
*    REFERRED CARE INFORMATION SYSTEM    *
*          VERSION 4.0, Patch 12        *
*****
                2013 DEMO HOSPITAL (CMBA)
                Referral Management Menu

BOCE  Enter/Edit Business Office/CHS Comments Supervisor
DELR  Delete Referral Entered in Error
CLO   Close Out Referral - Current Fiscal Year
COR   Close Out Referral - All Fiscal Years
ACLO  Automatic Referral Closure***WARNING***
CIN   Edit Call-in Referrals

Select Referral Management Menu Option: CIN

Select REFERRAL by Patient or Referral Date or #:      10-1-2017
              5151019800001 DEMO, PATIENT              SURGICAL ASSOCS

CALL IN NOTIFICATION DATE: OCT 1, 2017//
CALL IN BY: PATIENT//
    
```

Figure 2-4: Edit Call-in Referrals option

2.4 CHS Paid Referral Report

A new report option called **CHS Only Paid sorted by Call-In Referrals** has been added to the Administration Reports option. The option includes the ability to print detail, summary, both Call-in and Non Call-in CHS-type referrals. There is also an option to save the report to a file. The default directory where the file will be saved is the File Export Path located in the RPMS Site file. To allow users to save the file to a different directory, a new parameter has been added to the RCIS SITE PARAMETER FACILITY File called FILE SAVE DIRECTORY.

```

*****
*          INDIAN HEALTH SERVICE          *
*    REFERRED CARE INFORMATION SYSTEM    *
*          VERSION 4.0, Patch 12        *
*****
                2013 DEMO HOSPITAL (CMBA)
                Administrative Reports

ARD   Active Referrals by Date
ARR   Active Referrals by Referred To
ARP   Active Referrals by Requesting Provider
CHPD  CHS Paid
ARC   Active Referrals without a Printed C32
CHSP  CHS Only Paid sorted by Call-in Referrals
CHSR  CHS Status Report for Referrals
INHC  Tally of In-House Referrals by Clinic
INHP  Tally of In-House Referrals by Requesting Provider
INHR  In-House Report for Active Referrals
OUT   Referrals at an Outside Facility (Call In's)
RRR   Referral Review Report - By Time Period
RRRF  Referral Review Report - By Facility/Time Period
SRR   Secondary Referral Report
    
```

```

TOCR   Approved Referrals Pending TOC Document

Select Administrative Reports Option: CHSP

***** CHS Paid Referral Report *****

Report will capture CHS Primary referrals. Report will sort by Call-in
Referrals. The CHS PO's must be final paid without out any Third Party
Payment. If the call-in notification date is not available the referral
will be checked for a PCC Visit to identify Call-in referrals.
If the PCC link was not on during anytime within reporting time frame, this report
MAY NOT be accurate for identifying Call-in referrals.

Enter beginning Referral Date:  010117  (JAN 01, 2017)

Enter ending Referral Date:    T  (NOV 07, 2017)
    
```

Figure 2-5: Call-in Report – Date-range selection

```

Select one of the following:

C          Call-in Referrals
N          Non Call-in Referrals
B          Both

Report Type: Both//
    
```

Figure 2-6: Call-in report – Call-in, Non Call-in, or Both options

```

Select one of the following:

S          SUMMARY
D          DETAILED

Report Type : SUMMARY//
    
```

Figure 2-7: Call-in report – Summary or Detailed selection

```

Create a file? N// YES
    
```

Figure 2-8: Call-in report – Create a File option

```

Select one of the following:

P          PRINT Output
B          BROWSE Output on Screen

Do you wish to: P// RINT Output
DEVICE: HOME//
    
```

Figure 2-9: Call-in report – Print or Browse option

```

***** CONFIDENTIAL PATIENT INFORMATION *****
                2013 DEMO HOSPITAL (CMBA)
CHS TYPE REFERRAL REPORT SORTED BY CALL-IN REFERRALS
                BEG DATE: JAN 01, 2017 END DATE: NOV 07, 2017
                Page 1
    
```

REFERRAL NUMBER	CALL-IN DATE	REFERRAL INITIATED	CHS APPROVAL	PO ISSUED	PO NUMBER	PO PAID TO	DAYS TO PAY
CHS CALL-IN REFERRAL							
2321011800020	10/16/17	10/19/17	10/19/17	10/19/17	18-H01-00002	10/14/17	-5
Enter RETURN to continue or '^' to exit:							
CHS NON-CALL-IN REFERRAL							
2321011800019		10/19/17	10/19/17	10/19/17	18-H01-00001	10/19/17	0
2321011800021		10/04/17	10/19/17	10/19/17	18-H01-00003	10/04/17	-15

Figure 2-10: Call-in report – detailed sample

```

***** CONFIDENTIAL PATIENT INFORMATION *****
                2013 DEMO HOSPITAL (CMBA)                                Page 1
CHS TYPE REFERRAL REPORT SORTED BY CALL-IN REFERRALS
BEG DATE: AUG 24, 2017 END DATE: DEC 22, 2017
-----
TOTAL CHS Referrals: 4
TOTAL PO'S: 4
TOTAL Days to Pay: 5
Average Days to Pay: 1.25

CHS Call-In Referrals from PO issue date to paid date
TOTAL CHS Call-In Referrals: 1
TOTAL CHS Call-In Referral Days: -5
TOTAL CHS Call-In Referral Average Days: -5.00

CHS Non-Call-In Referrals from PO issue date to paid date
TOTAL CHS Non-Call-In Referrals: 3
TOTAL CHS Non-Call-In Referral Days: 10
TOTAL CHS Non-Call-In Referral Average Days: 3.33
    
```

Figure 2-11: Call-in report – summary sample

```

DOS File Being Created'
Please Standby - Copying Data to DOS File X:\EXPORT\REFERRAL-REPORT-232101.20171
107_163412
    
```

Figure 2-12: Call-in report – saved to specified directory example

```

Select RCIS SITE PARAMETER FACILITY:      2013 DEMO HOSPITAL (CMBA)
FILE SAVE DIRECTORY:
    
```

Figure 2-13: Parameter for the File Save Directory

2.5 Alphabetized SNOMED Terms

The SNOMED term list has been alphabetized to allow a better view of the list. Users can view the SNOMED term list by entering a double question mark (??) at the “Enter the Referral SNOMED term” prompt displayed in Figure 2-15.

```

Referral: 2321011800029                                Date Entered: NOV 7,2017
PATIENT: DEMO,PATIENT BABYGIRL                        PCC VISIT: NOV 2,2017@12:
    
```

```

-----
REQUESTING FACILITY: 2013 DEMO HOSPITAL (   Display Face Sheet?  N
REQUESTING PROVIDER: FORM,JILL P
REFERRAL TYPE: CHS                                PRIMARY PAYOR: IHS
INPATIENT/OUTPATIENT: OUTPATIENT                 CASE MANAGER: MANAGER,CASE
APPT/ADM DATE&TIME:                               Insurance Auth No:
PROVISIONAL DRG:
ESTIMATED TOTAL REFERRAL COST:                   ESTIMATED IHS REFERRAL COST:
Do you want to enter CHS Eligibility Factors?: N
PURPOSE/SERVICES REQUESTED: PEDIATRIC EVALUATION
Referral SNOMED <RET>:
PRIORITY:
ARE YOU SENDING ADDITIONAL MEDICAL INFORMATION WITH THE PATIENT?
ICD DIAGNOSTIC CATEGORY:
HCPCS/CPT CATEGORY:

```

Figure 2-14: Referral SNOMED entry field display

```

Enter the Referral Snomed Term: ??

183555005 Burns referral
240918000 Endovascular radiological intervention
3457005 Patient referral
38670004 Patient referral for alcoholism rehabilitation
103697008 Patient referral for dental care
54395008 Patient referral for medical consultation
103699006 Patient referral to dietitian
103698003 Patient referral to non-physician provider
183583007 Refer to mental health worker
183569005 Refer to terminal care consult
408289007 Refer to weight management program
390864007 Referral for exercise therapy
306254002 Referral to Accident and Emergency doctor
306259007 Referral to adult intensive care specialist
306255001 Referral to anesthetist
306300002 Referral to breast surgeon
306302005 Referral to cardiac surgeon
308471005 Referral to cardiologist
183557002 Referral to cardiothoracic surgeon
308475001 Referral to care of the elderly physician

```

Figure 2-15: Alphabetized list of SNOMED terms

3.0 Patch 12 Changes – EHR Referral/RCIS Tab

3.1 New Print Referral Option

A new **Print Referral** button is available in the EHR RCIS graphical user interface (GUI). Users can print to a RPMS device printer or display the referral on the screen.

1. Open EHR and select a patient.
2. Go to the **Consults/Referrals** tab.
3. Select the referral to print.
4. Click the **Print Referral** button.

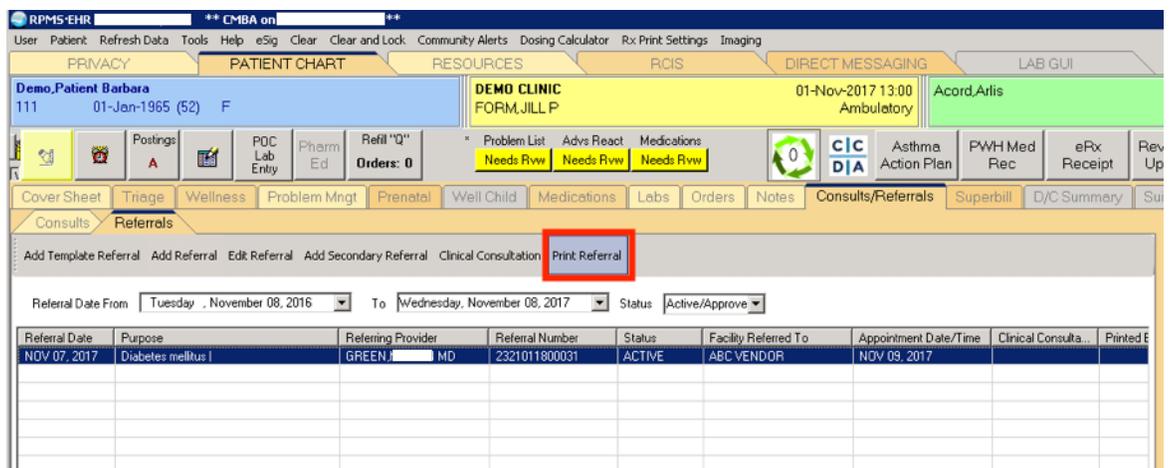


Figure 3-1: **Print Referral** button

5. The referral letter will display in a **Print** dialog.
6. Click the **Print** button.

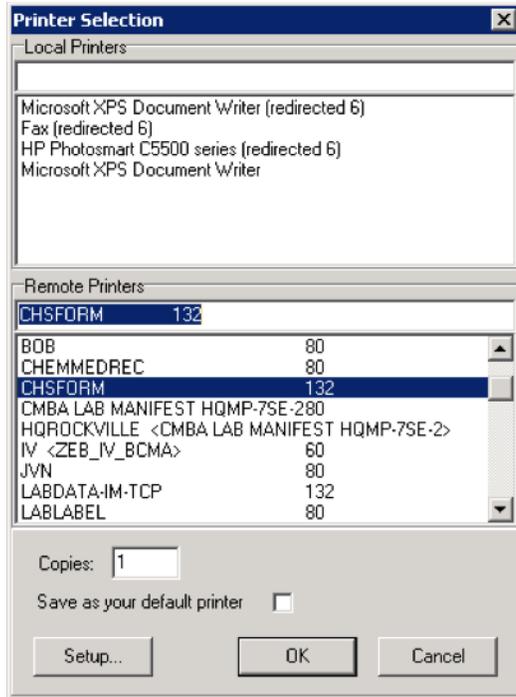


Figure 3-3: **Printer Selection** dialog

3.2 Filter Inactive Vendors

The vendor file in the EHR RCIS GUI will exclude inactive vendors from displaying in the **Search Vendor** dialog.

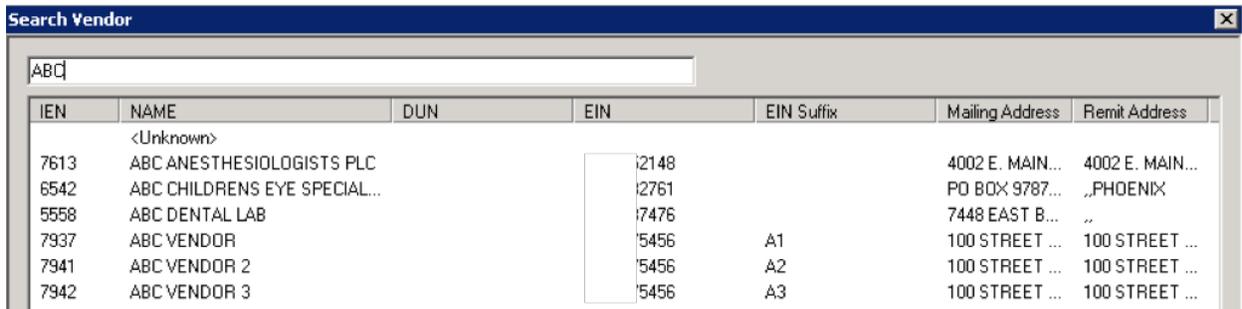


Figure 3-4: **Search Vendor** dialog

3.3 Alphabetized SNOMED Terms

The SNOMED term list has been alphabetized to allow a better view of the list. Click the **Referral SNOMED** button to view the list. See Figure 3-5.

The screenshot shows a software interface for a referral system. At the top, it displays 'Patient Eligibility Status: CHS_DIRECT' and 'VA Eligibility: NO'. Below this are several input fields: 'Priority', 'Purpose Of Referral', 'Referring Provider' (with a dropdown showing 'T()_GAIL'), 'Referral Type' (with a dropdown), 'Authorized Visits', 'Visit Type' (radio buttons for 'Inpatient' and 'Outpatient'), 'ICD Diagnosis Category', and 'CPT Procedure Category'. A 'Referral SNOMED' dropdown menu is open, showing an alphabetized list of referral types. The list includes: Burns referral, Endovascular radiological intervention, Patient referral, Patient referral for alcoholism rehabilitation, Patient referral for dental care, Patient referral for medical consultation, Patient referral to dietitian, Patient referral to non-physician provider, Refer to mental health worker, Refer to terminal care consult, Refer to weight management program, Referral for exercise therapy, Referral to Accident and Emergency doctor, Referral to adult intensive care specialist, Referral to anesthetist, Referral to breast surgeon, Referral to cardiac surgeon, Referral to cardiologist, Referral to cardiothoracic surgeon, Referral to care of the elderly physician, Referral to chest physician, Referral to child and adolescent psychiatrist, Referral to chiropractor, Referral to clinical allergist, Referral to clinical geneticist, Referral to clinical immunologist, Referral to clinical nurse specialist, Referral to clinical physiologist, Referral to clinical psychologist, and Referral to clinical social worker. The interface also includes fields for 'Notes to Appointment Scheduler', 'Medical History and Findings', and 'Business Office Notes'.

Figure 3-5: Referral SNOMED field – alphabetized listing

Acronym List

Acronym	Term Definition
ATL	Accredited Testing Laboratory
CAH	Critical Access Hospital
CCHIT	Certified Commission for Health Information Technology
CMS	Centers for Medicare and Medicaid Services
CQM	Clinical Quality Measures
EH	Eligible Hospital
EHR	Electronic Health Record
EP	Eligible Professional
GAO	Government Accounting Office
GUI	Graphical User Interface
IHS	Indian Health Service
ONC	Office of the National Coordinator
POV	Purpose of Visits
PRC	Purchase Referred Care
RPMS	Resource and Patient Management System
TOC	Transition of Care

Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (888) 830-7280 (toll free)

Web: <https://www.ihs.gov/helpdesk/>

Email: support@ihs.gov